



## Reference & Online Services Meeting

Wednesday, January 5, 2022

11:35am-12:30pm – zoom meeting

[Recording](#)



### Ask a Librarian Delaware Stats & Such

- ❖ Monthly statistics – **December 2021** – **312** tickets (280 tickets from the same time period last year; 180 tickets same time in 2019).
  - Dedicated AaLDE phone line/voicemail messages – 23
  - Text messages – 47
- ❖ Monthly Reports are uploaded to the [Ask a Librarian Delaware Staff Support Site](#)
- ❖ **THANK YOU TIME**
  - **Adara Scholl**, assistant extraordinaire, for her efficiency and diligence with monitoring the AaLDE queue and providing excellent customer service to patrons.
  - **Sandy Meyers** at Frankford Public Library for answering the most tickets in December!
- ❖ Quality of Services/AaLDE feedback from patrons – Thank you for all of your excellent customer service this past month!!!! We received nearly **100% excellent ratings** from the patrons who have participated in the follow-up survey!
  - **SHOUTOUT & Special THANK YOUs to:**
    - **Lisa Frank at Brandywine Hundred Library** - one patron she assisted wrote in their survey: "I've given very positive feedback for the excellent resources and service from the Library, but I will continue to say: I consider myself quite fortunate to live in a state that supports Delaware Libraries, and for so much

wonderful assistance that I continue to receive. The Library is quite amazing, and I mean that in the most positive way. Thank you.”

- **Adara Scholl, DDL** - the patron she assisted wrote in their survey:  
“The researchers were definitely committed to good service. They found the answer to my question the next day and took care to see that I was satisfied with the answer they found. This is an excellent service.”
- **Dave Giglio at Dover Library** - the patron he assisted wrote in their survey: “I was emailed a response in a timely manner and was offered assistance.” & another “very helpful and informative”.

### Business Reference

- ❖ A reminder that the Data Axle Reference Solutions database platform training for library staff is coming up on January 18<sup>th</sup> and 20<sup>th</sup>. These two sessions will be the same. Look for more information in the coming weeks on how to register for this training in email and through LibCal.
- ❖ Please be on the lookout in your email for a survey regarding business reference in the coming weeks, too.
- ❖ Please email Janet ([janet.wurtzel@lib.de.us](mailto:janet.wurtzel@lib.de.us)) for more information or if you have any questions.

### DLC Team Updates

- ❖ Blood pressure cuffs: if your library does not have any or would like more, please email [helpdesk@lib.de.us](mailto:helpdesk@lib.de.us). Detailed information about BP cuffs available on DDL’s [Library of Things](#) (LoT) webpage under the Health & Wellness drop-down menu. Graphics and other marketing information for BP cuffs are available on the [Consortium Site](#), too.
  - Question regarding placing LoT items in transit – if there is the “Pickup” analytic after the end of the call number, it should **not** be placed in transit (thanks for the question, Bridget!)
- ❖ Sandy at Frankford Library shared that Beebe Hospital will be providing demos of the blood pressure cuffs at a few Sussex Libraries
  - Alta confirmed this and stated Mary Kellogg, AmeriCorps VISTA Healthy Futures Program Developer ([vista.health@lib.de.us](mailto:vista.health@lib.de.us)), will send out any updates if they arise.
- ❖ [CloudSource Open Access](#) is LIVE! Fact sheet was sent out and is available to print from this [DLC tab](#) on the Project Planning LibGuide. Training guide from SirsiDynix will be shared as a separate attachment in email and is also uploaded to the [DLC tab](#) on the DDL Project Planning LibGuide.

## EveryLibrary Training Sessions - Reminder

This training is available on the [Delaware Libraries Staff Academy](#). If you don't already have a Delaware Libraries Staff Academy account, you will be prompted to create one. Please email [profdev@lib.de.us](mailto:profdev@lib.de.us) if you have any difficulty.

A LIVE coaching session will be held **Wednesday, January 12th at 10AM**. Please register for the live coaching session on [LibCal](#). <https://delawarelibraries.libcal.com/event/8380651>

This training is the third session in a 6-part planned training event.

## “Knowledge is Power”-Resources Review – Adara Scholl

- ❖ Reminder for AaLDE liaisons: please reach out or assign any tickets for any eMedia inquiries that you need further assistance with to Missy.
  - Dolly Parton Imagination Library inquiries should be assigned to Sheri Brown or Anne Hiller Clark.
  - Check the FAQs or similar tickets under “Reuse Answers” to assist with answering questions that you are unsure of (or email Missy using the Internal Note feature in LibAnswers)
  
- ❖ [Ask a Librarian Delaware | Staff Support \(aalstaff.lib.de.us\)](#)
  - Check out the **Resources tab** in the menu bar and then click on Resources, or Important Resources, or Additional Web Resources (so many resources!) for links to helpful...resources.
  - Help & Tutorials tab – some of the resources Adara mentioned:
    - [Delaware Libraries Staff Academy](#)
    - [OverDrive help](#)

### Additional topics discussed during meeting:

- ❖ Alta mentioned how overwhelmed library staff are from patrons calling in for help with scheduling appointments for COVID testing or COVID vaccinations. Please see the help sheet that will be attached to the email with these meeting notes and will also be uploaded to these LibGuides -  
<https://guides.lib.de.us/coronavirus>  
<https://guides.lib.de.us/delibraries/COVID-19>
  
  - ❖ Alta thanked everyone for their patience with helping patrons with their needs.
  - ❖ Contact Alta anytime if you need any assistance or have any further questions.
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\*Next meeting – Wednesday, February 2nd, 11:30am-1:30pm

Please register through LibCal to receive the meeting link and reminder email: [Reference & Online Services Meeting - LibCal - Delaware Libraries](#)

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## Miscellaneous Updates/Reminders (not mentioned in meeting)

### Northstar Digital Literacy

- ❖ Staff training tutorials (recordings of the training sessions) are uploaded to [the Delaware Libraries Staff Academy](#) (Niche Academy platform).  
More information is available at <https://www.digitalliteracyassessment.org/manual#adman>
- ❖ The Libby app from OverDrive will replace the old OverDrive app starting in February 2022 and any issues with Apple products have been resolved. Patrons who already have and use the OverDrive app will still be able to do so (but support will be limited/unavailable).
  
- ❖ DLA is planning on having the annual conference in person this year at the venue in Maryland (subject to change depending on the pandemic).

### More (Not Mentioned in the Meeting) Incessant Reminders

- ❖ Please [email me](#) any topics you'd like presented at a future Reference meeting.
- ❖ Please feel free to use the [Reference listserv distribution email](#) to reach out to your colleagues, share information, or ask for assistance with an Aalde ticket or other reference/research question.
- ❖ **Unite Delaware** – form on [Ask a Librarian Delaware patron portal page](#) for patron self-referral.
  - please [email me](#) if you'd like to sign up to participate or need more information.
  - Flyer on [Consortium Site](#) – please share on your websites, social media, community boards, etc.
  
- ❖ **Other Helpful Resources and/or LibGuides:**
  - [helpdesk@lib.de.us](mailto:helpdesk@lib.de.us)
  - <https://consortium.lib.de.us/> - The DLC Consortium is your “one-stop shop” for information and marketing materials for the available resources and services Delaware Libraries offers. Password protected.
  - [COVID-19 LibGuide](#) for staff

- [Interlibrary Loan informational resource page](#) on Delaware Libraries website
  - Direct link address - <https://delawarelibraries.org/interlibraryloan>
- ❖ [Delaware Libraries website](#) – **Services tab** – patrons can make an [appointment to schedule](#) a 30-minute phone consultation for either job seeking or social services/basic needs assistance. Alta and team are taking appointments 10am-8pm.

## Reference Training/Professional Development

- ❖ There are many training resources available on the [Professional Development LibGuide specifically for Reference staff](#). Please review them on a regular basis.
- ❖ For specific Ask a Librarian training, visit the [Ask a Librarian Delaware Support Site page](#) or [email me](#) to set up 1:1 training.
- ❖ Please remember to email [profdev@lib.de.us](mailto:profdev@lib.de.us) with any training questions or issues. Katie will respond as quickly as possible.
- ❖ Don't forget to log your training on the Professional Development Achievement Tracker form: <https://www.surveymonkey.com/r/ProfDevTracker>

## Professional Development Reference Team Recruitment

- ❖ We have a small team dedicated to updating and creating training tutorials and videos for staff and patrons, as well as helpful handouts. If you are interested in joining our team, please [email me](#).
- ❖ We'd love to have your creativity and expertise!
- ❖ There are also many other Professional Development Teams; please see this [LibGuide](#) for more information and/or email [profdev@lib.de.us](mailto:profdev@lib.de.us) or [events@lib.de.us](mailto:events@lib.de.us).

## Finally!

Please feel free to [email me](#) anytime you have any questions or concerns and I'll get back to you as soon as possible! Have a wonderful month! Thank you!

